

CHANGE NOTICE FOR MANUAL NO. 08-08, EXCLUSION OF DAYS FOR MORE TIME OR FOR THE NCHC ENROLLMENT FEE

DATE: FEBRUARY 29, 2008

Manual: Family & Children's Manual
Change No: 08-08
To: County Directors of Social Services
Effective: March 1, 2008

I. CONTENT OF CHANGE

A. MA-3215, Processing the Application, has been revised:

1. To allow for the exclusion of days when the applicant or third party requests more time to obtain required information and the application must pend beyond the processing deadline. The exclusion will begin on the day of the request for more time and end on the day the information is received or on the 13th calendar day, whichever occurs first. Use TIM code for this purpose. The applicant/recipient's request for more time may be verbal or in writing.
2. To allow for the exclusion of days when income verification is received and the application must pend beyond 45 days in order to notify the applicant and receive the North Carolina Health Choice (NCHC) fee. The exclusion of days will begin on the day of the request for the fee and end on the day the fee is received or on the 13th calendar day, whichever occurs first. Use FEE code for this purpose.

The NCHC FEE exclusion of days only applies to NCHC (MIC J, K, S, A). Administrative applications do not have date screens so this exclusion reason is not used for administrative applications.

The caseworker must enter the begin and end date on the date screen. The beginning date for the NCHC FEE exclusion reason cannot be earlier than March 1, 2008. EIS will not allow the caseworker to disposition the case without entering an end date.

B. MA-3225, Application Processing – Corrective Action Procedures, has been revised:

1. To clarify the circumstances under which the county or DDS may dispute the findings of the monitors.
2. To replace the words "lead monitor" with "program manager."

C. MA-3255, NC Health Choice, has been revised:

To allow for the exclusion of days when the applicant is notified late in the processing period that a North Carolina Health Choice (NCHC) enrollment fee is due. The application must pend beyond the 45 day processing deadline. The exclusion will begin on the day of the request for the fee and end on the day the fee is received or on the 13th calendar day, whichever occurs first. Use FEE code for this purpose.

II. EFFECTIVE DATE AND IMPLEMENTATION

This policy is effective March 1, 2008. Apply this change to applications taken and redeterminations started on or after March 1, 2008, as well as to those presently in process.

III. MAINTENANCE OF MANUAL

- A. Remove:** MA-3215, Processing the Application, pages 1-19.
- B. Insert:** [MA-3215](#), Processing the Application, pages 1-20, effective March 1, 2008.
- C. Remove:** MA-3225, Application Processing – Corrective Action Procedures, pages 1-8.
- D. Insert:** [MA-3225](#), Application Processing – Corrective Action Procedures, pages 1-8, effective March 1, 2008.
- E. Remove:** MA-3255, NC Health Choice, pages 19-22.
- F. Insert:** [MA-3255](#), NC Health Choice, pages 19-22, effective March 1, 2008.

If you have any questions regarding this information, please contact your Medicaid Program Representative. For any issues that are not able to be handled through that venue, Mrs. Angela Floyd, Assistant Director for Recipient and Provider Services, will be your point of contact and can be reached at (919) 855-4000.

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Acting Director

(This material was researched and written by William Appel and Sandi Morrow, Policy Consultants, Medicaid Eligibility Unit)